



Rob McKenna

ATTORNEY GENERAL OF WASHINGTON

Consumer Protection Division

800 Fifth Avenue • Suite 2000 • MS TB 14 • Seattle WA 98104-3188
(206) 464-7745

Manufactured Housing Dispute Resolution Program 2009 1st Quarter Statistics

Complaints filed January 1, 2009 to March 31, 2009

Complaints filed by tenants	54
Anonymous complaints by tenants (no action taken)	6
Complaints filed by landlords	1

Complaints closures January 1, 2009 to March 31, 2009

Cases closed in Negotiation Phase	94
Issue resolve with MHLTA compliance	74
Appears no MHLTA violation and no further investigation necessary	6
Issue outside jurisdiction	12
Assigned to Investigation Phase	2
Cases closed in Investigation phase	15
Notice of Violation filed	4
Notice of Non-Violation filed	3
Notice of Non-Violation with Voluntary Compliance	2
Settlement Agreement in Lieu of Violation	3
Settlement Agreement in Lieu of Non-Violation	3
Notice of Deactivation filed – Complainant disengaged	0
Cases closed on appeal in Office of Administrative Hearings	0
AAG position upheld	0
AAG position denied	0
Settlement Agreement	0
Enforcement action taken	3
Notice of Non-Compliance	1
Notice of Fine	1
Fine waiver – Compliance met	1

Other Constituent contacts

First time telephone inquiries	129
Email inquiries	21
Requests for information sent by mail (since 3/18/09)	17